magicolor® 2500W User's Guide

A00V-9563-01A
1800816-001B

Thank You

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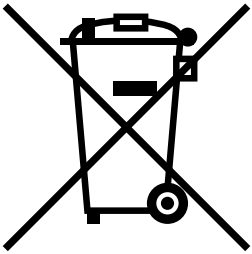

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This product complies with RoHS (2002/95/EC) directive.

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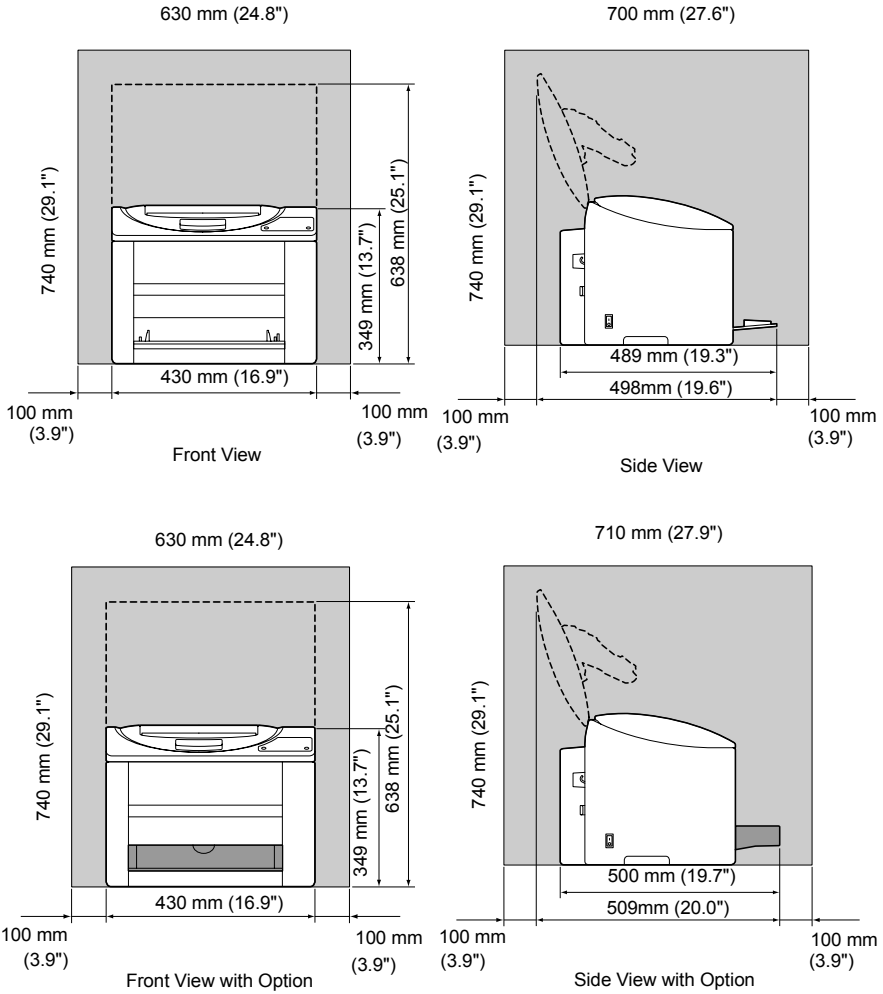
1 Introduction

Getting Acquainted with Your Printer

Space Requirements

To ensure easy operation, consumable replacement and maintenance, adhere to the recommended space requirements detailed below.



The dust cover is a standard feature on 120 V printers in the Americas and Taiwan, but an optional accessory in other areas.

Printer Parts

The following drawings illustrate the parts of your printer referred to throughout this guide, so please take some time to become familiar with them.

Front View

1—Output tray

2—Control panel

3—Front cover

4—Tray 1 (Multipurpose tray)

5—Power switch

6—Top cover

7—Transfer belt unit

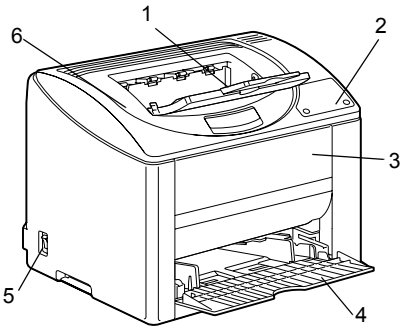
8—Fuser unit

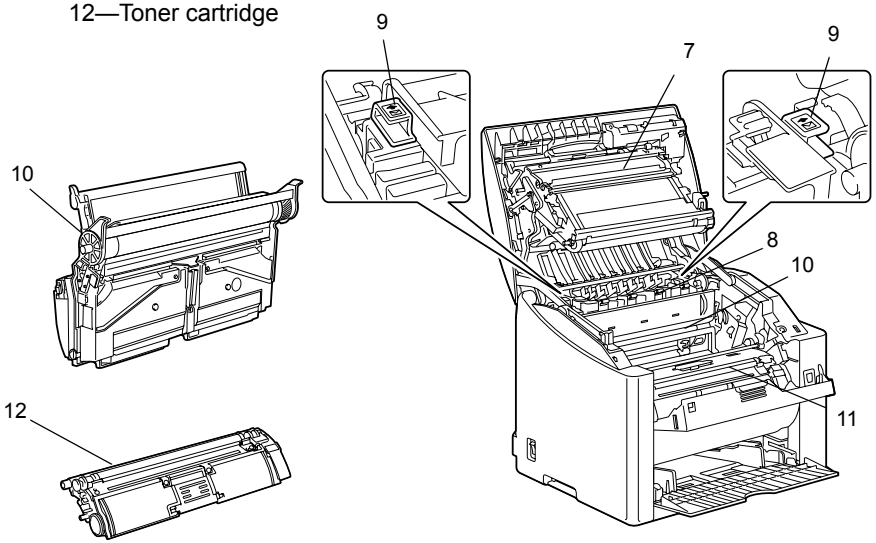
9—Fuser separator levers

10—Drum cartridge

11—Toner cartridge carousel (containing 4 toner cartridges: C, M, Y and K)

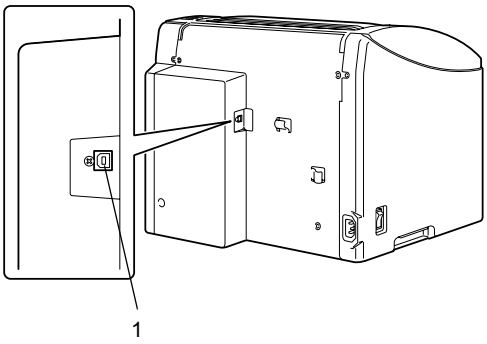
12—Toner cartridge





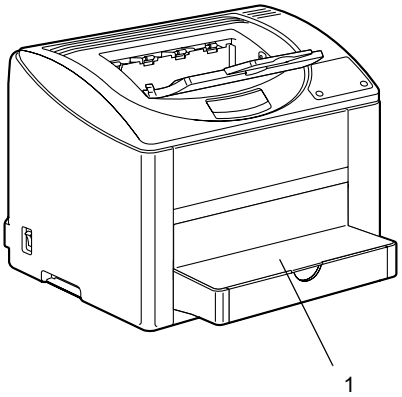
Rear View

1—USB port

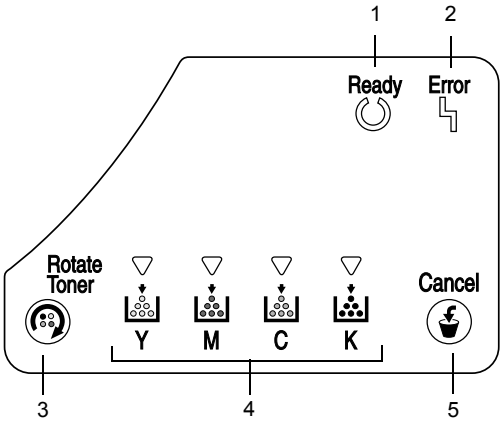


Front View with Option

1—Dust cover



About the Control Panel



1—Ready indicator

2—Error indicator

3—Rotate Toner key

4—Toner indicators

5—Cancel key

About the Indicators

The indicators use five types of signals:

- Off
- On
- Slow blinking—1 blink every 2 seconds
- Blinking—1 blink per second
- Rapid blinking—2 blinks per second

Status Messages (Ready Indicator, Error Indicator)

Status messages indicate the current condition of the printer. The printer status also can be checked on the Status Display. (Refer to “Working with the Status Display” on page 20.)

Ready indicator (green)	Error indicator (orange)	Condition	Action
Off	Off	Power off	None
On	Off	Ready to print	None
Rapid blinking	Off	Warming up	None
		Calibration	
Blinking	Off	Processing data	None
		Printing	
On	On	Initializing (power on)	None
		Canceling a print job	
Slow blinking	Off	Power save mode	None
On	Slow blinking	Drum near end	Prepare the new drum cartridge.
On	Blinking	Drum end	Replace the drum cartridge.

Status Messages (Toner Indicators)

The amount of toner remaining also can be checked on the Status Display. (Refer to “Working with the Status Display” on page 20.)

Toner indicator (orange)	Condition	Action
Slow blinking	Toner near empty	Prepare the new toner cartridge.
On	Toner empty	Replace the toner cartridge.

Toner indicator (orange)	Ready indicator (green)	Error indicator (orange)	Condition	Action
Rapid-blinking	On	Rapid-blinking	The installed toner cartridge is of an unapproved type.	Install a KONICA MINOLTA toner cartridge.

About the Rotate Toner KEY

Pressing the Rotate Toner key once moves the cyan toner cartridge so that it can be replaced. With each additional press of the Rotate Toner key, the black, yellow, then magenta toner cartridge moves so that it can be replaced.

About the Cancel KEY

The Cancel key allows you to:

- Continue a print job after addressing an error message
- Cancel a print job
- Reset the printer after a toner cartridge is replaced

For details on resetting the printer after replacing a toner cartridge, refer to "Replacing a Toner Cartridge" on page 48.

- Begin printing the back of the page during manual duplex printing

For details on manual duplex printing, refer to "How do I manually duplex?" on page 41.

Continuing a Print Job after an Error Message

You can continue a print job after correcting the following types of errors:

- No more media in the tray
- Media of a different format than that set in the printer driver was fed into the printer

For details on the error messages, refer to "Indicator Messages" on page 70.

1 Check that one of the above errors has occurred.

2 Perform the corrective action.

3 Press the Cancel key (less than 5 seconds).
The print job continues.

Cancelling a Print Job

You can cancel a print job that is currently being processed.

1 While data is being processed or printed (the green "Ready" indicator is blinking), hold down the Cancel key for more than 5 seconds.

2 Release the Cancel key after both indicators light up.
The current print job has now been cancelled.

2 About the Software

Utilities and Documentation CD-ROM

Drivers

Drivers	Use/Benefit
Printer Driver for Windows XP/Server 2003/2000	These drivers give you access to all of the printer features, including finishing and advanced layout. See also “Displaying Printer Driver Settings” on page 12.
Printer Driver for Windows Me/98SE	

For detail on the installation of the printer drivers, refer to the magicolor 2500W Installation Guide.

Utilities

Utilities	Use/Benefit
Status Display	From the Status Display, the current status of this printer, such as its consumables and error information, can be checked. For details, refer to “Working with the Status Display” on page 20.

System Requirements

- Personal computer
  Celeron 333 MHz or higher
- Operating System
  Microsoft Windows XP Home Edition/Professional, Windows XP Professional x64 Edition, Windows Server 2003, Windows Server 2003 x64 Edition, Windows 2000 Professional, Windows Me, Windows 98SE

The 64-bit driver support x64 operating systems running on AMD64 or Intel Pentium 4 with EM64T platforms.

- Free hard disk space
  - Approximately 128 MB of free hard disk space for printer driver and Status Display
  - Approximately 128 MB of free hard disk space for image processing
- RAM
  Windows XP/Server 2003: 128 MB
  Windows 2000/ME/98 SE: 64 MB
- CD-ROM/DVD drive
- I/O interface
  USB 2.0 compliant port

If the printer is connected via USB 1.1, printing at 2400 × 600 dpi may not be possible in some cases.
This printer supports printing at 2400 × 600 dpi using a USB 2.0 interface.

This printer cannot be used as a shared printer.

Selecting Driver Defaults

Before you start working with your printer, you are advised to verify/change the default driver settings.

1 Choose the driver's properties as follows:

- (Windows XP/Server 2003)
  From the **Start** menu, choose **Printers and Faxes** to display the **Printers and Faxes** directory. Right-click the KONICA MINOLTA magicolor 2500W printer icon. Select the **Printing Preferences**-**Basic** tab.

- (Windows 2000)
  From the **Start** menu, choose **Settings** and then **Printers** to display the **Printers** directory. Right-click the KONICA MINOLTA magicolor 2500W printer icon. Select the **Printing Preferences**-**Basic** tab.
- (Windows Me/98SE)
  From the **Start** menu, choose **Settings** and then **Printers** to display the **Printers** directory. Right-click the KONICA MINOLTA magicolor 2500W printer icon. Select the **Properties**-**Printer Properties**-**Basic** tab.

2 Select the default settings for your printer, such as the default media format you use.

3 Click **Apply**.

4 Click **OK** to exit from the Properties dialog box.

Uninstalling the Printer Driver

This section describes how to uninstall the magicolor 2500W Printer Driver if necessary.

1 From the **Start** menu, choose **Programs** (Windows XP: **All Programs**), then **KONICA MINOLTA magicolor 2500W Utilities**, and then **KONICA MINOLTA magicolor 2500W Uninstall**.

2 In the Uninstall window, select the KONICA MINOLTA magicolor 2500W. Then click **Uninstall**.

3 The magicolor 2500W driver will be uninstalled from your computer.

4 Restart your computer.

Displaying Printer Driver Settings

Windows XP/Server 2003

1 From the **Start** menu, choose **Printers and Faxes** to display the **Printers and Faxes** directory.

2 Right-click the KONICA MINOLTA magicolor 2500W printer icon and choose **Printing Preferences**.

Windows 2000/Me/98SE

1 From the **Start** menu, point to **Settings**, and then click **Printers** to display the **Printers** directory.

2 Display the printer driver settings:

- **Windows 2000**—Right-click the KONICA MINOLTA magicolor 2500W printer icon and choose **Printing Preferences**.
- **Windows Me/98SE**—Right-click the magicolor 2500W printer icon and choose **Properties**, then select **Printer Properties**.

Using the Printer Driver

Common Buttons

The buttons described below appear on each tab.

OK

Click to exit the Printing Preferences dialog box, saving any changes made.

Cancel

Click to exit the Printing Preferences dialog box without saving any changes made.

Apply

Click to save all changes without exiting the Printing Preferences dialog box.

*Depending on the version of the operating system, **Apply** may not appear.*

Help

Click to view the help.

Easy Set

Click **Save** to save the current settings. Specify a **Name** and **Comment** to access the settings for use again later.

- **Name:** Type in the name of the settings to be saved.
- **Comment:** Add a simple comment to the settings to be saved.

Afterward, the saved settings can be selected from the drop-down list. To change the registered settings, click **Edit**.

Select **Defaults** from the drop-down list to reset the functions in all tabs to their default values.

Paper View

Click the button to display a sample of the page layout in the figure area.

*This button does not appear on the **Watermark**, **Quality**, and **Version** tabs.*

Printer View

Click the button to display an image of the printer in the figure area.

*This button does not appear on the **Version** tab.*

Watermark View

Click this button to display a preview of the watermark.

*This button appears only when the **Watermark** tab is selected.*

Quality View

Click this button to display a sample of the settings selected in the **Quality** tab.

*This button appears only when the **Quality** tab is selected.*

Default

Click this button to reset the settings to their defaults.

*This button does not appear on the **Version** tab.*

When this button is clicked, the settings in the displayed dialog box are reset to their defaults. The settings on other tabs are not changed.

Basic Tab

The Basic Tab allows you to

- Specify the orientation of the media
- Specify the size of the original document
- Select the output media size
- Zoom (expand/reduce) documents
- Specify the paper source
- Specify the type of media
- Specify the number of copies
- Turn on/off job collation

Layout Tab

The Layout Tab allows you to

- Print several pages of a document on the same page (N-up printing)
- Rotate the print image 180 degrees
- Specify duplex printing
- Print a guide
- Specify booklet printing
- Specify image shift settings

Overlay Tab

Be sure to use overlays with print jobs with a media size and orientation that matches the overlay form.
In addition, if settings have been specified for "N-up" or "Booklet" in the printer driver, the overlay form cannot be adjusted to match the specified settings.

The Overlay Tab allows you to

- Select the form to use
- Add, edit or delete overlay files
- Print the form on all pages or only the first page

Watermark Tab

The Watermark Tab allows you to

- Specify whether to print in color or grayscale
- Add, edit or delete watermarks
- Print the watermark on the background
- Lighten the density of the watermark
- Print the watermark on only the first page

Quality Tab

The Quality Tab allows you to

- Specify whether to print in color or grayscale
- Control the darkness of an image (Brightness)
- Adjust the contrast (Contrast)
- Adjust the saturation of printed image (Saturation)

- Specify the color matching for printing documents
- Specify the resolution for the printout

Version Tab

The Version Tab allows you to view information about the printer driver.

3

Using the Status Display

Working with the Status Display

Introduction

The Status Display shows information about the current status of the printer (and its supplies) and allows you to specify various settings such as the time until the printer enters Energy Saver mode.

Opening the Status Display and Showing the Supplies Status

Use one of the following steps to open the Status Display:

- **Windows XP/Server 2003**—From the **Start** menu, choose **All Programs**, then **KONICA MINOLTA magicolor 2500W Utilities**, and then **KONICA MINOLTA magicolor 2500W Status**.
- **Windows 2000/Me/98SE**—From the **Start** menu, choose **Programs**, then **KONICA MINOLTA magicolor 2500W Utilities**, and then **KONICA MINOLTA magicolor 2500W Status**.

Altering the Size of the Status Display Window

- From the **Display** menu, choose **Status (Reduce)** to decrease the size of the window.
- From the **Display** menu, choose **Status (Expand)** to increase the size of the window.

Using the Status Display

- When the background of the printer graphic is green, the printer is in standby mode or a job is printing normally.
- When the background of the printer graphic is red or yellow, there is an error and the job has been interrupted. The status of the printer and the error message are shown in the dialog boxes on the left.

The function areas include:

- **Printer Status**—Displays text messages that describe the current operational status of the printer.
- **How to Recover**—Provides you with explanations of what you need to do in order to correct problems and recover from error conditions.
- **Warning Status**—Displays text messages that alert you of conditions such as low toner.

- **Printer Status Figure**—Shows a graphic representation of the printer and indicates where the problem is.
- **Printing Status**—Displays the status of the current print job.
- **Popup Setting**—Allows you to choose which message(s) you want to bring to the foreground when that particular condition occurs with the printer.
- **Select Printer**—Allows you to select the printer that is displayed in the Status Display when multiple magicolor 2500Ws are connected to a single computer.
  In addition, if the Startup check box is selected, the Status Display is automatically started up when the computer is started up.
- **Printer Information**—Allows you to check various information such as the number of prints.
- **Supplies Status**—Displays the usage status (approximate percentage remaining) of each toner cartridge.
- **Mode Setting**—Allows you to specify the following:
  - Auto Continue: If the Auto Continue check box is selected, printing can continue even if the media size set in the printer driver is different from the size of the media loaded in the tray.
  - Auto Toner Replace: Specifies whether or not printing stops when the toner becomes empty. If the Auto Toner Replace check box is selected, printing stops when the toner becomes empty and the empty toner cartridge moves so that it can be replaced.
    Restart the printer after changing the Auto Toner Replace setting.
  - Energy Saver: Specifies the length of time until the printer enters Energy Saver mode.
- **Power On Test**—Performs an AIDC (Auto-Image Density Control) calibration.
- **Print Status Sheet**—Prints a list of status messages indicated by the control panel indicators and a list of error messages.
- **Print Config Page**—Prints the configuration page.

Recognizing Status Display Alerts

When the Status Display detects a printing problem, the icon on the Windows task bar changes from green to yellow or red, depending on the severity of the printer problem.

Recovering from a Status Display Alert

When the Status Display notifies you of a printing problem, double-click its icon on the Windows task bar to open the Status Display. The Status Display identifies what type of error has occurred.

Closing the Status Display

To close the Status Display from the File menu, choose **Exit**.

*If you click the **X** button in the upper-right corner of the Status Display window to close the window, the Status Display remains available at the bottom right of the taskbar. Double-click the icon to open the Status Display window again.*

Wait at least 5 seconds before opening the Status Display again after it has been closed.

4 Using Media

Media Specifications

What types and sizes of media can I load?

Media	Media Size	
	Inch	Millimeter
A4	8.2 x 11.7	210.0 x 297.0
A5	5.9 x 8.3	148.0 x 210.0
B5 (JIS)	7.2 x 10.1	182.0 x 257.0
B5 (ISO)	6.9 x 9.8	176.0 x 250.0
Executive	7.25 x 10.5	184.0 x 267.0
Folio	8.3 x 13.0	210.0 x 330.0
Foolscap	8.0 x 13.0	203.2 x 330.2
Kai 16	7.3 x 10.2	185.0 x 260.0
Kai 32	5.1 x 7.3	130.0 x 185.0
16 K	7.7 x 10.6	195.0 x 270.0
Legal	8.5 x 14.0	215.9 x 355.6
Government Legal	8.5 x 13.0	216.0 x 330.0
Letter	8.5 x 11.0	215.9 x 279.4
Letter Plus	8.5 x 12.69	215.9 x 322.3
Government Letter	8.0 x 10.5	203.2 x 266.7
Statement	5.5 x 8.5	140.0 x 216.0
UK Quarto	8.0 x 10.0	203.2 x 254.0
Custom Size, Minimum	3.54 x 7.78	90.0 x 198.0
Custom Size, Maximum	8.5 x 14.0	216.0 x 356.0
J-Postcard	3.9 x 5.8	100.0 x 148.0
Double Postcard	5.8 x7.9	148.0 x 200.0
Envelope C5	6.4 x 9.0	162.0 x 229.0
Envelope C6	4.5 x 6.4	114.0 x 162.0
Envelope Com10	4.125 x 9.5	104.8 x 241.3
Envelope DL	4.3 x 8.7	110.0 x 220.0
Envelope Monarch	3.875 x 7.5	98.4 x 190.5
Envelope Chou #3	4.7 x 9.2	120.0 x 235.0
Envelope Chou #4	3.5 x 8.1	90.0 x 205.0
Envelope You #4	4.1 x 9.3	105.0 x 235.0
Photo size 4x6	4.0 x 6.0	102.0 x 152.0
Photo size 10x15	4.0 x 6.0	102.0 x 152.0
Thick, Glossy —Only supported for letter, A4, or smaller media.		
Custom Size, Minimum	3.54 x 5.83	90.0 x 148.0
Custom Size, Maximum	8.5 x 11.71	216.0 x 297.0

For custom sizes, use the printer driver to specify the settings within the ranges shown in the above table.

Media Types

Before purchasing a large quantity of special media, do a trial printing with the same media and check the print quality.

Keep media on a flat, level surface in its original wrapper until it is time to load it. For a list of approved media, refer to printer.konicaminolta.com.

Plain Paper

Capacity	**Tray 1**	Up to 200 sheets, depending on the paper weight
Orientation	Face up	
Driver Media Type	Plain paper	
Weight	60 to 90 g/m² (16 to 24 lb bond)	

Use plain paper that is

- Suitable for plain paper laser printers, such as standard office paper.

Note

Do not use the media types listed below. These could cause poor print quality, media misfeeds, or damage to the printer.

DO NOT use plain paper that are

- Coated with a processed surface (such as carbon paper, digitally gloss-coated media, and colored paper that has been treated)
- Carbon backed
- Unapproved iron-on transfer media (such as heat-sensitive paper, heat-pressure paper, and heat-press transfer paper)
- Cold-water-transfer paper
- Pressure sensitive
- Designed specifically for inkjet printers (such as superfine paper, glossy film, and postcards)
- Already been printed on by another printer, copier, or fax machine
- Dusty
- Wet (or damp)

  Keep media between 35% and 85% relative humidity. Toner does not adhere well to moist or wet paper.

- Layered

- Adhesive
- Folded, creased, curled, embossed, warped, or wrinkled
- Perforated, three-hole punched, or torn
- Too slick, too coarse, or too textured
- Different in texture (roughness) on the front and back
- Too thin or too thick
- Stuck together with static electricity
- Composed of foil or gilt; too luminous
- Heat sensitive or cannot withstand the fusing temperature (180°C [356°F])
- Irregularly shaped (not rectangular or not cut at right angles)
- Attached with glue, tape, paper clips, staples, ribbons, hooks, or buttons
- Acidic
- Any other media that is not approved

Thick Stock

Paper thicker than 90 g/m^2 (24 lb bond) is referred to as thick stock. Test all thick stock to ensure acceptable performance and to ensure that the image does not shift.

Capacity	**Tray 1**	Up to 50 thick stock sheets, depending on their thickness
Orientation	Face up	
Driver Media Type	Thick stock (91 to 163 g/m^2)	
Weight	91 to 163 g/m² (25 to 43 lb)	

43 lb bond is also referred to as 90 lb index stock.

DO NOT use thick stock that is

- Mixed with any other media in the trays (as this will cause printer misfeeding)

Envelopes

Print on the front (address) side only. Some parts of the envelope consist of three layers of paper—the front, back, and flap. Anything printed in these layered regions may be lost or faded.

Capacity	**Tray 1**	Up to 10 envelopes, depending on their thickness
Orientation	Face up	
Driver Media Type	Envelope	
Weight	60 to 163 g/m² (16 to 43 lb bond)	

Use envelopes that are

- Common office envelopes approved for laser printing with diagonal joints, sharp folds and edges, and ordinary gummed flaps

  Because the envelopes pass through heated rollers, the gummed area on the flaps may seal. Using envelopes with emulsion-based glue avoids this problem.

- Approved for laser printing
- Dry

DO NOT use envelopes that have

- Sticky flaps
- Tape seals, metal clasps, paper clips, fasteners, or peel-off strips for sealing
- Transparent windows
- Too rough of a surface
- Material that will melt, vaporize, offset, discolor, or emit dangerous fumes
- Been presealed

Labels

A sheet of labels consists of a face sheet (the printing surface), adhesive, and a carrier sheet:

- The face sheet must follow the plain paper specification.
- The face sheet surface must cover the entire carrier sheet, and no adhesive should come through on the surface.

You can print continuously with label sheets. However, this could affect the media feed, depending on the media quality and printing environment. If problems occur, stop the continuous printing and print one sheet at a time.

Format label data within your application. Try printing your data on a sheet of plain paper first to check placement. Check your application documentation for more information on printing labels.

Capacity	**Tray 1**	Up to 50 label sheets, depending on their thickness
Orientation	Face up	
Driver Media Type	Labels	
Weight	60 to 163 g/m² (16 to 90 lb)	

Use label sheets that are

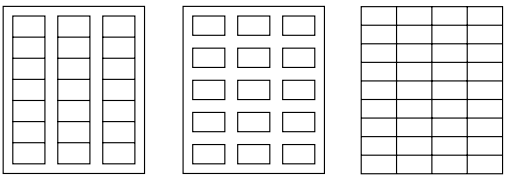
- Approved for laser printers

DO NOT use label sheets that

- Have labels that easily peel off
- Have backing sheets that have peeled away or have exposed adhesive

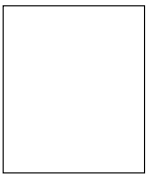
  Labels may stick to the fuser, causing them to peel off and media misfeeds to occur.

- Are precut or perforated



Do not use

Shiny backed paper



OK to use

Full-page labels (uncut)

Letterhead

Format letterhead data within your application. Try printing your data on a sheet of plain paper first to check placement.

Capacity	**Tray 1**	Up to 50 sheets, depending on their size and thickness
Orientation	Face up	
Driver Media Type	Letterhead	
Weight	60 to 90 g/m² (16 to 24 lb bond)	

Postcards

Format postcard data within your application. Try printing your data on a sheet of plain paper first to check placement.

Capacity	**Tray 1**	Up to 50 postcards, depending on their thickness
Orientation	Face up	
Driver Media Type	Postcard	
Weight	60 to 163 g/m² (16 to 90 lb)	

Use postcards that are

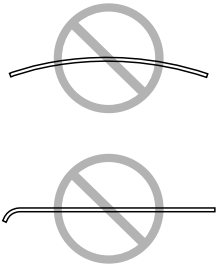
- Approved for laser printers

DO NOT use postcards that are

- Coated
- Designed for inkjet printers
- Precut or perforated
- Preprinted or multicolored (may result in media misfeeds)

If the postcard is warped, press on the warped area before putting it in Tray 1.

- Folded or wrinkled



Transparencies

Do not fan transparencies before loading them. Resulting static electricity may cause printing errors.

If you touch the face of the transparencies with your bare hands, print quality may be affected.

Keep the printer path clean. Transparencies are especially sensitive to a dirty media path. If there are shadows on either the top or the bottom of the sheets, see chapter 6, "Maintaining the Printer" .

Remove transparencies as soon as possible from the output tray to avoid static buildup.

You can print continuously with transparencies. However, this could affect the media feed, depending on the media quality, static buildup, and printing environment.

Format the information to be printed on the transparencies within your application. Try printing your data on a sheet of plain paper first to check placement.

If you have problems feeding 50 sheets, try loading only 1–10 sheets at a time. Loading a large number of transparencies at one time may cause static buildup, thus causing feeding problems.

Capacity	**Tray 1**	Up to 50 transparencies, depending on their thickness
Orientation	Face up	
Driver Media Type	Transparency	

Use transparencies that are

- Approved for laser printing

DO NOT use transparencies that

- Have static electricity that will cause them to stick together
- Are specified for inkjet printers

Glossy

Test all glossy to ensure acceptable performance and to ensure that the image does not shift.

Capacity	**Tray 1**	Up to 50 glossy sheets, depending on their thickness
Orientation	Face up	
Driver Media Type	Glossy	
Weight	60 to 90 g/m² (16 to 24 lb)	

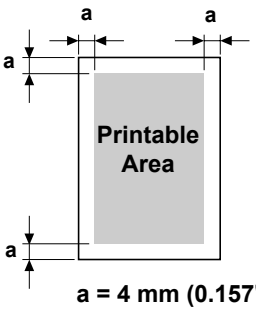
DO NOT use glossy that is

- Mixed with any other media in the trays (as this will cause printer misfeeding)
- Specified for inkjet printers

What Is the Guaranteed Imageable (Printable) Area?

The printable area on all media sizes is up to 4 mm (0.157") from the edges of the media.

Each media size has a specific imageable area, the maximum area on which the printer can print clearly and without distortion.



a = 4 mm (0.157")

This area is subject to both hardware limits (the physical media size and the margins required by the printer) and software constraints (the amount of memory available for the full-page frame buffer). The guaranteed imageable (printable) area for all media sizes is the page size minus 4 mm (0.157") from all edges of the media.

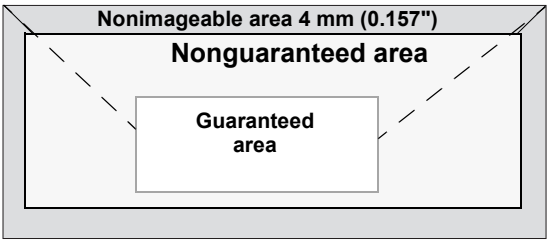
When printing in color on legal-size media, the bottom margin is 17.0 mm (0.669").

When printing on glossy, the top margin is 10 mm (0.394").

Imageable Area—Envelopes

Envelopes have a nonguaranteed imageable area that varies with envelope type.

The envelope print orientation is determined by your application.



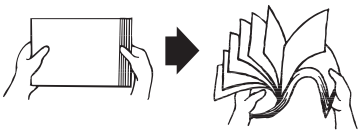
Page Margins

Margins are set through your application. Some applications allow you to set custom page sizes and margins while others have only standard page sizes and margins from which to choose. If you choose a standard format, you may lose part of your image (due to imageable area constraints). If you can custom-size your page in your application, use those sizes given for the imageable area for optimum results.

Loading Media

How do I load media?

Take off the top and bottom sheets of a ream of paper. Holding a stack of approximately 200 sheets at a time, fan the stack to prevent static buildup before inserting it in a tray.



Do not fan transparencies.

Note

Although this printer was designed for printing on a wide range of media types, it is not intended to print exclusively on a single media type except plain paper. Continuous printing on media other than plain paper (such as envelopes, labels, thick stock, or transparencies) may adversely affect print quality or reduce engine life.

When refilling media, first remove any media remaining in the tray. Stack it with the new media, even the edges, then reload it.

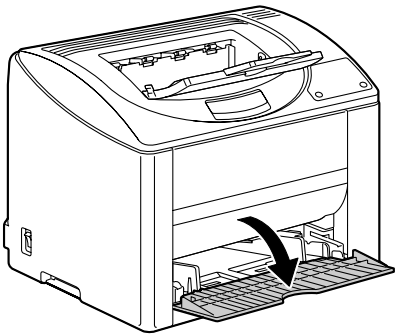
Do not mix media of different types and sizes, as this will cause media misfeeds.

Tray 1 (Multipurpose Tray)

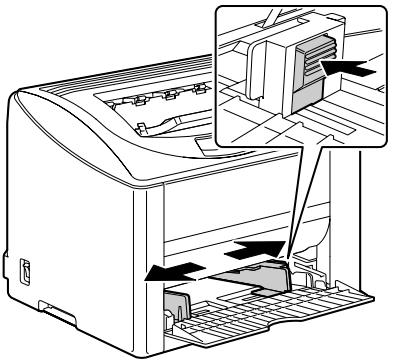
For details on the types and sizes of media that can be printed from Tray 1, refer to “Media Specifications” on page 24.

Loading Plain Paper

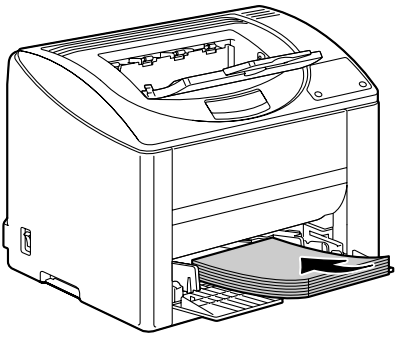
1 Open Tray 1.



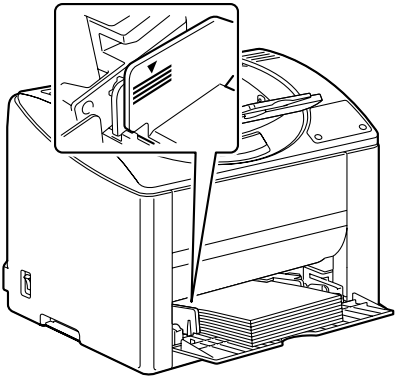
2 Slide the media guides to provide more space between them.



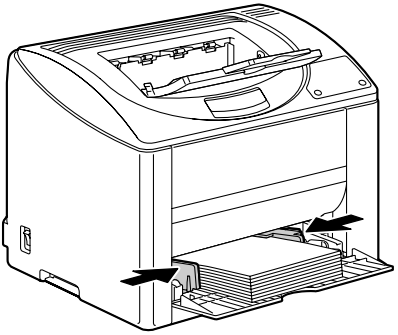
3 Load the paper face up in the tray.



Do not load paper above the ▼ mark. Up to 200 sheets (80 g/m^2 [22 lb]) of plain paper can be loaded into the tray at one time.



4 Slide the media guides against the edges of the paper.

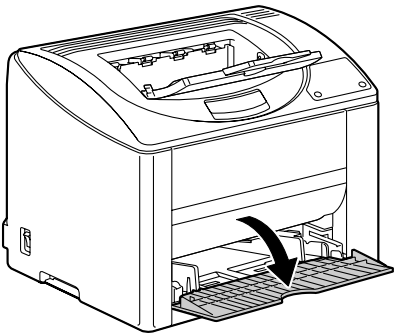


Other Media

When loading media other than plain paper, set the media mode (for example, Envelope, Label, Thick Stock, or Transparency) in the driver for optimum print quality.

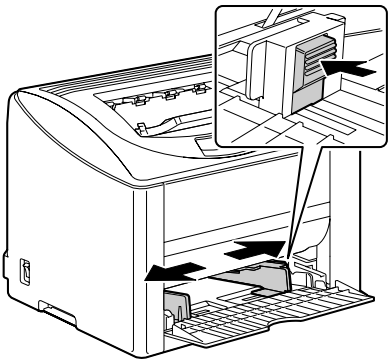
Loading Envelopes

1 Open Tray 1.

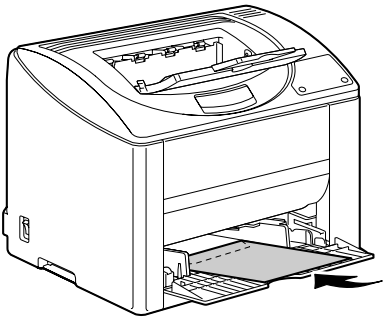


2 Remove any media in the tray.

3 Slide the media guides to provide more space between them.



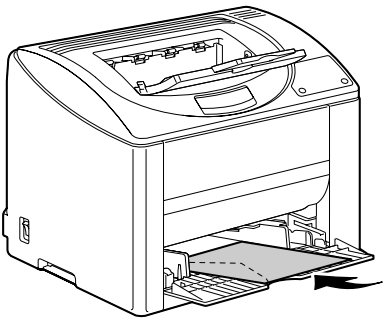
4 Load the envelopes flap side down in the tray.



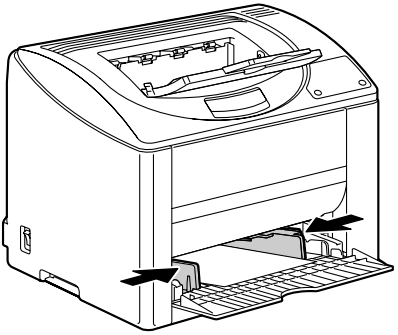
Before loading envelopes, press them down to make sure that all air is removed, and make sure that the folds of the flaps are firmly pressed, otherwise the envelopes may become wrinkled or a media misfeed may occur.

Up to 10 envelopes can be loaded into the tray at one time.

For envelopes with the flap along the long edge, load the envelopes with the flap toward the left of the printer.



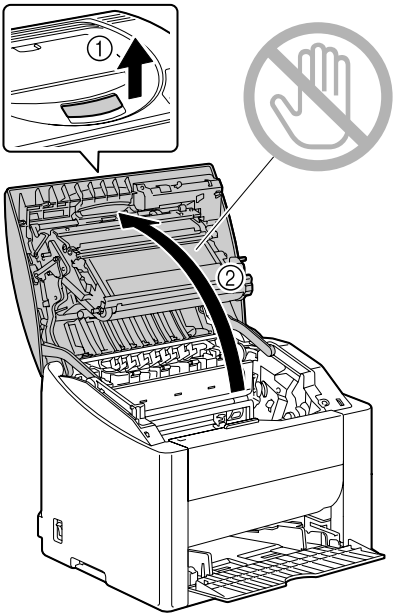
5 Slide the media guides against the edges of the envelopes.



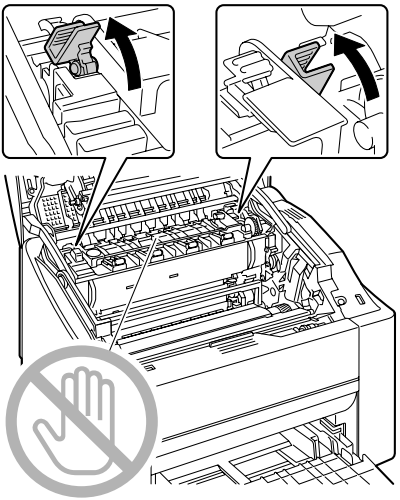
6 Pull the lever, and then open the top cover.

If there is paper in the output tray, remove it, and then fold up the output tray before opening the top cover.

Do not touch the transfer belt.

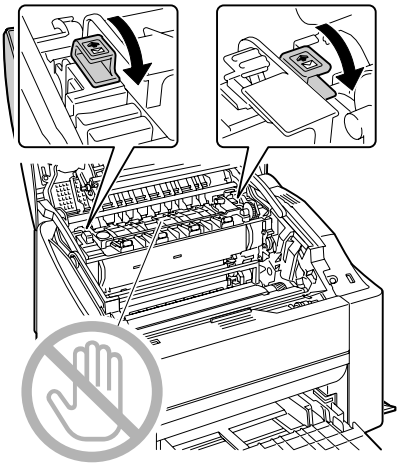


7 Raise the fuser separator levers on the fuser unit.



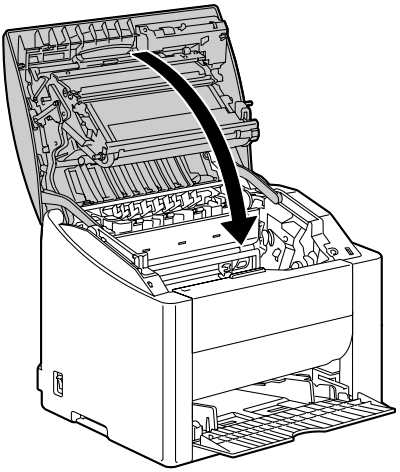
Note

Since a media misfeed or decreased print quality may occur, be sure to return the levers on the fuser unit to the setting for plain paper before printing on media other than envelopes.



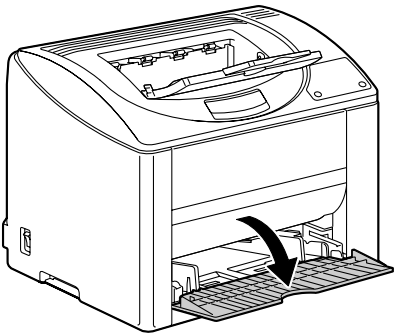
8 Carefully close the top cover.

Before printing on media other than envelopes, be sure to move the fuser separator levers on the fuser unit to its original position.



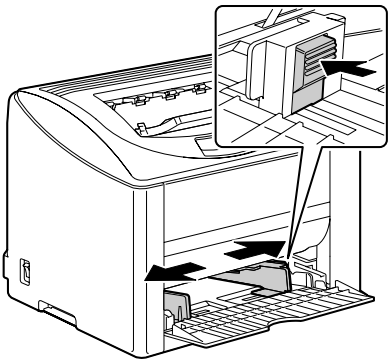
Loading Label Sheets/Postcards/Thick Stock/ Transparencies

1 Open Tray 1.



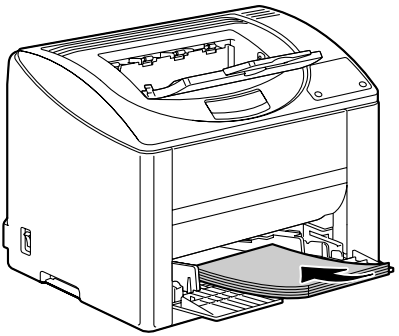
2 Remove any media in the tray.

3 Slide the media guides to provide more space between them.

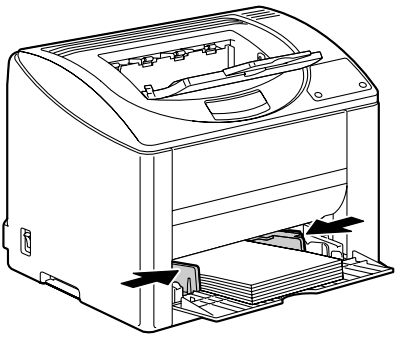


4 Load the media face up in the tray.

Up to 50 sheets can be loaded into the tray at one time.



5 Slide the media guides against the edges of the media.



Manual Duplexing

Select paper with high opacity for duplex (double-sided) printing. For best results, print a small quantity to make sure the opacity is acceptable.

Only plain paper can be used for manual duplexing. Other types of paper cannot be used.

How do I manually duplex?

1 In the printer driver (**Layout** tab/**Double Sided**), select **Manual Double Sided**.

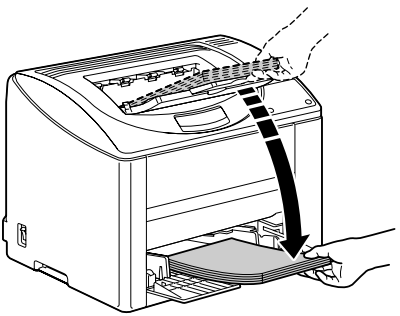
*To print a guide for manual duplex printing on the first page, select the **Print Guide Paper** check box and begin printing.*

*Select the necessary settings for **Binding Position** and **Image Shift**.*

2 From the Print dialog box of your application, select the necessary settings and print all pages.

3 After printing one side, remove the remaining paper from Tray 1.

4 Remove the single-sided printouts from the output tray, and then insert them into Tray 1, printed side down.



Align the edges of the paper removed from the output tray, and then be sure that the paper is flat when it is loaded into the tray. Media misfeeds may occur if the edges of the paper are not aligned or the paper is not flat.

If the leading edge of the paper is curled, flatten it before loading.

5 Click Proceed on the screen of your PC or press the Cancel key (less than 5 seconds).
Printing of the back of the paper begins.

If a misfeed occurs during duplex printing, printing cannot continue from the point where it was stopped after the misfeed is cleared. Repeat the procedure starting with step 2.

Output Tray

All printed media is output to the face-down output tray on top of the printer. This tray has a capacity of approximately 200 sheets (A4/Letter) of 80 g/m^2 (22 lb) paper.

If the media is stacked too high in the output tray, your printer may experience media misfeeds, excessive media curl, or static buildup.

Remove transparencies as soon as possible from the output tray to avoid static buildup.

Media Storage

How do I store media?

- Keep media on a flat, level surface in its original wrapper until it is time to load it.

  Media that has been stored for a long time out of its packaging may dry up too much and cause misfeeding.

- If media has been removed from its wrapper, place it in its original packaging and store in a cool, dark place on a level surface.
- Avoid moisture, excessive humidity, direct sunlight, excessive heat (above 35°C [95°F]), and dust.
- Avoid media leaning against other objects or placing it in an upright position.

Before using stored media, do a trial printing and check print quality.

5

Replacing Consumables

Replacing Consumables

Note

Failure to follow instructions as outlined in this manual could result in voiding your warranty.

Refilled Toner Cartridges

Note

Do not use refilled toner cartridges. Any damage to the printer or quality problems caused by a refilled toner cartridge will void your warranty. No technical support is provided to recover from these problems.

About Toner Cartridges

Your printer uses four toner cartridges: black, yellow, magenta, and cyan. Handle the toner cartridges carefully to avoid spilling toner inside the printer or on yourself.

Install only new toner cartridges in your printer. If a used toner cartridge is installed, the indicator message will not clear and the supplies status in the Status Display will not be updated.

The toner is nontoxic. If you get toner on your skin, wash it off with cool water and a mild soap. If you get toner on your clothes, lightly dust them off as best as you can. If some toner remains on your clothes, use cool, not hot water, to rinse the toner off.

CAUTION

If you get toner in your eyes, wash it out immediately with cool water and consult a doctor.

Contact the following URL for recycling information.
US:http://printer.konicaminolta.net/products/recycle/index.asp
Europe:http://www.minolta-qms.nl/nlen/frames/cleanplanet.htm

When replacing a toner cartridge, refer to the following table. For optimum print quality and performance, use only approved KONICA MINOLTA toner cartridges for your specific printer type, as listed in the table below. If you open the top cover, you can find your printer type and the toner cartridge part numbers on the consumables reorder label inside your printer.

Printer Type	Printer Part Number	Toner Cartridge Type	Toner Cartridge Part Number
AM	A00V-011	Standard-Capacity Toner Cartridge -Yellow (Y)	1710587-001
		Standard-Capacity Toner Cartridge -Magenta (M)	1710587-002
		Standard-Capacity Toner Cartridge -Cyan (C)	1710587-003
		High-Capacity Toner Cartridge - Black (K)	1710587-004
		High-Capacity Toner Cartridge - Yellow (Y)	1710587-005
		High-Capacity Toner Cartridge - Magenta (M)	1710587-006
		High-Capacity Toner Cartridge - Cyan (C)	1710587-007
EU	A00V-021 A00V-031	Standard-Capacity Toner Cartridge -Yellow (Y)	1710589-001
		Standard-Capacity Toner Cartridge -Magenta (M)	1710589-002
		Standard-Capacity Toner Cartridge -Cyan (C)	1710589-003
		High-Capacity Toner Cartridge - Black (K)	1710589-004
		High-Capacity Toner Cartridge - Yellow (Y)	1710589-005
		High-Capacity Toner Cartridge - Magenta (M)	1710589-006
		High-Capacity Toner Cartridge - Cyan (C)	1710589-007
AP	A00V-041	Standard-Capacity Toner Cartridge -Yellow (Y)	1710590-001
		Standard-Capacity Toner Cartridge -Magenta (M)	1710590-002
		Standard-Capacity Toner Cartridge -Cyan (C)	1710590-003
		High-Capacity Toner Cartridge - Black (K)	1710590-004
		High-Capacity Toner Cartridge - Yellow (Y)	1710590-005
		High-Capacity Toner Cartridge - Magenta (M)	1710590-006
		High-Capacity Toner Cartridge - Cyan (C)	1710590-007
GC	A00V-081	Standard-Capacity Toner Cartridge -Yellow (Y)	1710599-001
		Standard-Capacity Toner Cartridge -Magenta (M)	1710599-002
		Standard-Capacity Toner Cartridge -Cyan (C)	1710599-003
		High-Capacity Toner Cartridge - Black (K)	1710599-004
		High-Capacity Toner Cartridge - Yellow (Y)	1710599-005
		High-Capacity Toner Cartridge - Magenta (M)	1710599-006
		High-Capacity Toner Cartridge - Cyan (C)	1710599-007

Printer Type	Printer Part Number	Toner Cartridge Type	Toner Cartridge Part Number
TW	A00V-071	Standard-Capacity Toner Cartridge -Yellow (Y)	1710587-001
		Standard-Capacity Toner Cartridge -Magenta (M)	1710587-002
		Standard-Capacity Toner Cartridge -Cyan (C)	1710587-003
		High-Capacity Toner Cartridge - Black (K)	1710587-004
		High-Capacity Toner Cartridge - Yellow (Y)	1710587-005
		High-Capacity Toner Cartridge - Magenta (M)	1710587-006
		High-Capacity Toner Cartridge - Cyan (C)	1710587-007

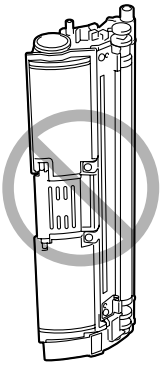
Keep toner cartridges:

- In their packaging until you're ready to install them.
- In a cool, dry location away from sunlight (due to heat).

  The maximum storage temperature is 35° C (95° F) and the maximum storage humidity is 85% (noncondensing). If the toner cartridge is moved from a cold place to a warm, humid place, condensation may occur, degrading print quality. Allow the toner to adapt to the environment for about one hour before use.

- Level during handling and storage.

  Do not hold, stand or store cartridges on their ends or turn them upside down; the toner inside the cartridges may become caked or unequally distributed.



- Away from salty air and corrosive gases such as aerosols.

Replacing a Toner Cartridge

Note

Be careful not to spill toner while replacing a toner cartridge. If toner spills, immediately wipe it off with a soft, dry cloth.

When the toner is empty, the toner indicator lights up. Follow the procedure described below to replace the toner cartridge.

1 Check the control panel to see which color of toner is empty.
As an example, the procedure for replacing the cyan toner cartridge is described below.

If the Auto Toner Replace check box of Mode Setting in the Status Display was selected, printing stops when the toner is empty, and the empty toner cartridge moves so that it can be replaced. Skip to step 3.

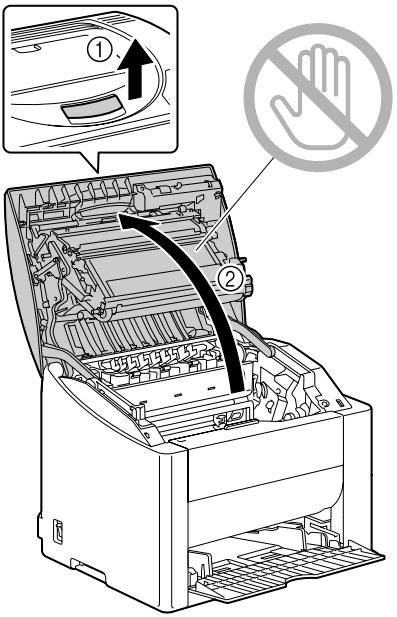
2 Press the Rotate Toner key.
The lit indicator for the cyan toner goes off, and then the toner cartridge carousel rotates. When the cyan toner cartridge is positioned so that it can be replaced, the indicator for the cyan toner lights up again.

Press the Rotate Toner key once to move the cyan toner cartridge so that it can be replaced. With each additional press of the Rotate Toner key, the black, yellow, then magenta toner cartridge moves so that they can be replaced. The indicator for the toner cartridge that was moved so that it can be replaced lights up.

3 Pull the lever, and then open the top cover.

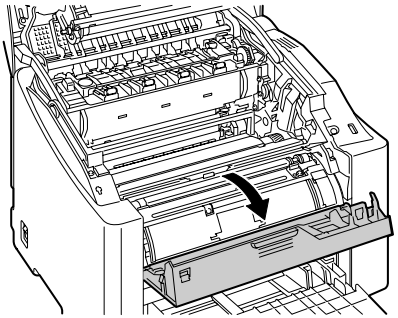
If there is paper in the output tray, remove it, and then fold up the output tray before opening the top cover.

Do not touch the transfer belt.



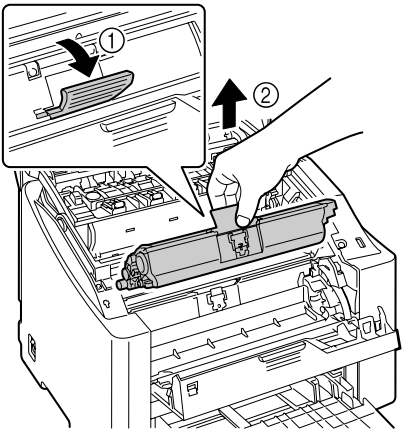
4 Check that the toner cartridge to be replaced has been moved to the front, and then open the front cover.

You can identify the toner cartridge by the color of the handle and by the letter molded into the handle: C (cyan), M (magenta), Y (yellow) and K (black).



5 Pull the handle on the toner cartridge toward you, and then pull the toner cartridge up to remove it.

Do not manually rotate the toner cartridge carousel. In addition, do not rotate the carousel with force, otherwise it may be damaged.



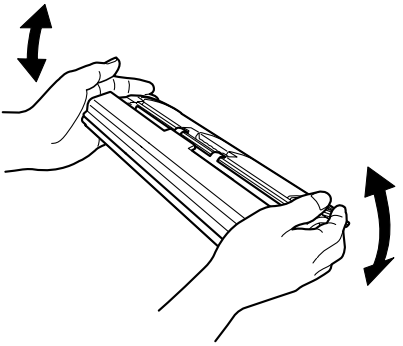
Note

Dispose of the empty toner cartridge according to your local regulations. Do not burn the toner cartridge.

6 Prepare a new toner cartridge.

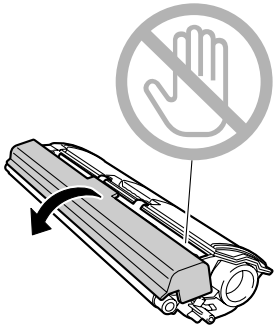
7 Shake the cartridge a few times to distribute the toner.

Make sure that the toner roller cover is securely attached before shaking the toner cartridge.



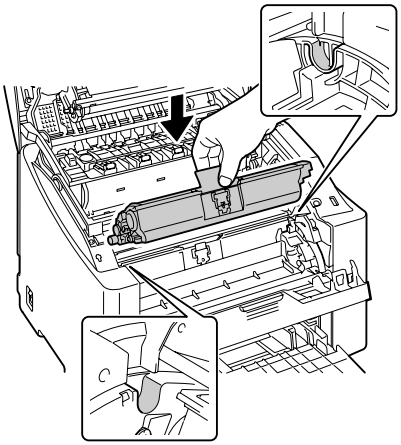
8 Remove the cover from the toner roller.

Do not touch or scratch the toner roller.

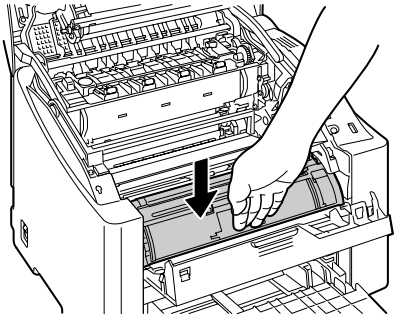


9 Align the shaft on each end of the toner cartridge with its holders, and then insert the cartridge.

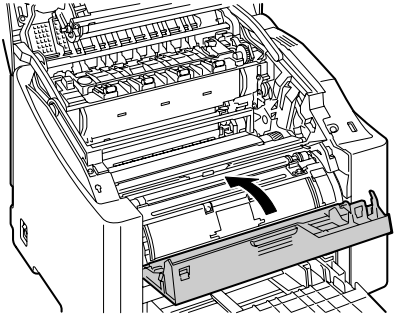
Before inserting the toner cartridge, make sure that the color of the toner cartridge to be installed is the same as the label on the toner cartridge carousel.



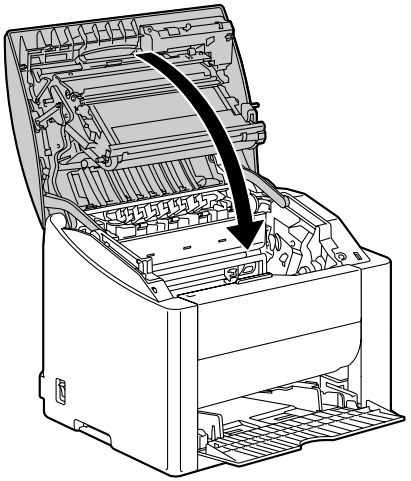
10 Press down on the toner cartridge until it snaps into place.



11 Close the front cover.



12 Carefully close the top cover.



When the top cover is closed, the black toner cartridge automatically moves so that it can be replaced. With each press of the Rotate Toner key, the yellow, then magenta toner cartridge moves so that it can be replaced.

If the Auto Toner Replace check box has been selected in Mode Setting of the Status Display, closing the top cover after replacing the toner cartridge automatically moves the next empty toner cartridge so that it can be replaced.
If there are no more empty toner cartridges, the printer warms up, then is automatically reset to be ready to print.

13 Press the Cancel key to reset the printer and clear the indicator message.

If no operation is performed for 30 seconds after the top cover is closed, the printer automatically resets.

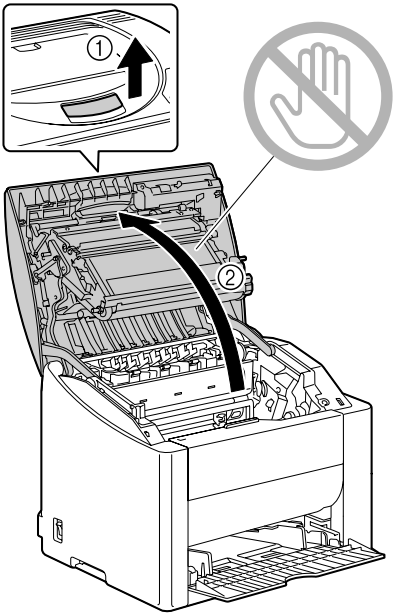
The printer must complete a calibration cycle (less than 2 minutes) after a toner cartridge has been replaced. If you open a cover before the printer is reset, the calibration stops, then starts over again after the cover is closed.

Replacing the Drum Cartridge

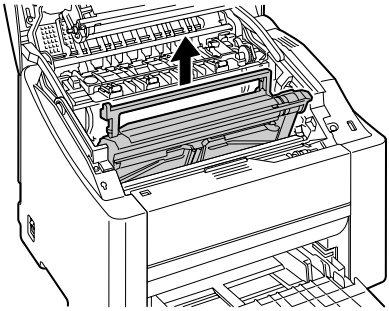
1 Pull the lever, and then open the top cover.

If there is paper in the output tray, remove it, and then fold up the output tray before opening the top cover.

Do not touch the transfer belt.



2 Carefully pull out the drum cartridge.

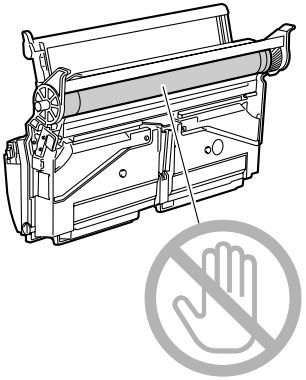


Note

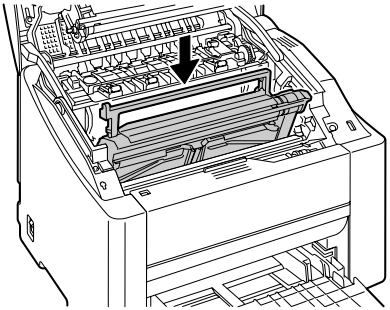
Dispose of the used drum cartridge according to your local regulations. Do not burn the drum cartridge.

3 Prepare the new drum cartridge.

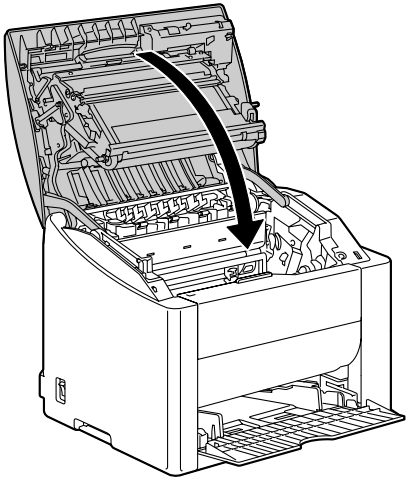
Do not touch the PC drum on the drum cartridge.



4 Install the new drum cartridge.



5 Carefully close the top cover.



The printer must complete a calibration cycle (less than 2 minutes) after the drum cartridge has been replaced. If you open a cover before the printer is reset, the calibration stops, then starts over again after the cover is closed.

6

Maintaining the Printer

Maintaining the Printer

⚠ CAUTION

Read all caution and warning labels carefully, making sure to follow any instructions contained in them. These labels are located on the inside of the printer's covers and the interior of the printer body.

Handle the printer with care to preserve its life. Abuse may cause damage and void your warranty. If dust and paper scraps remain on the inside or outside of the printer, printer performance and print quality will suffer, so the printer should be cleaned periodically. Keep the following guidelines in mind.

⚠ WARNING!

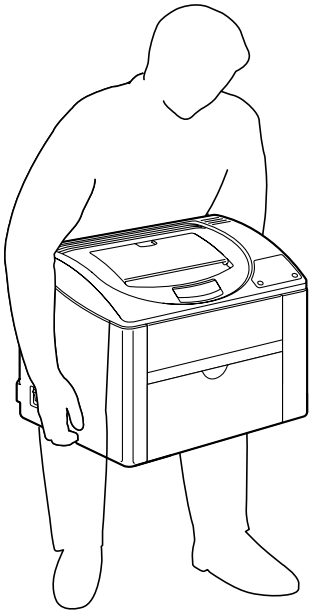
Turn off the printer, unplug the power cord, and disconnect all interface cables before cleaning. Do not spill water or detergent into the printer; otherwise the printer will be damaged and an electric shock may occur.

⚠ CAUTION

The fuser unit is hot. When the right side cover is opened, the fuser unit temperature drops gradually (one hour wait time).

- Be careful when cleaning the inside of the printer or removing media misfeeds, as the fuser unit and other internal parts may be very hot.
- Do not place anything on top of the printer.
- Use a soft cloth to clean the printer.
- Never spray cleaning solution directly on the printer's surface; the spray could penetrate through the air vents of the printer and damage the internal circuits.
- Avoid using abrasive or corrosive solutions or solutions that contain solvents (such as alcohol and benzene) to clean the printer.
- Always test any cleaning solution (such as mild detergent) on a small inconspicuous area of your printer to check the solution's performance.
- Never use sharp or rough implements, such as wire or plastic cleaning pads.
- Always close the printer's covers gently. Never subject the printer to vibration.
- Do not cover the printer immediately after using it. Turn it off and wait until it cools down.

- Do not leave the printer's covers open for any length of time, especially in well-lit places; light may damage the drum cartridge.
- Do not open the printer during printing.
- Do not tap media stacks on the printer.
- Do not lubricate or disassemble the printer.
- Do not tilt the printer.
- Do not touch the electrical contacts, gears, or laser devices. Doing so may damage the printer and cause the print quality to deteriorate.
- Keep media in the output tray at a minimum level. If the media is stocked too high, your printer may experience media misfeeds and excessive media curl.
- Keep the printer level to avoid toner spillage.
- When lifting the printer, grasp the areas shown in the figure.



- If you get toner on your skin, wash it off with cool water and a mild soap.

CAUTION

If you get toner in your eyes, wash it out immediately with cool water and consult a doctor.

- Make sure any parts removed during cleaning are replaced before you plug in the printer.

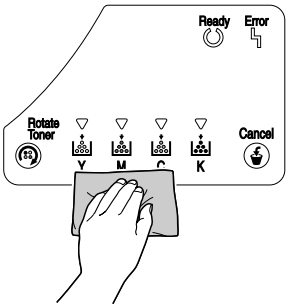
Cleaning the Printer

CAUTION

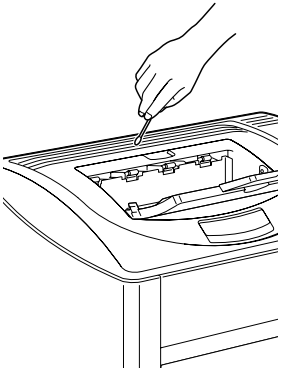
Be sure to turn off the printer and unplug the power cord before cleaning.

Exterior

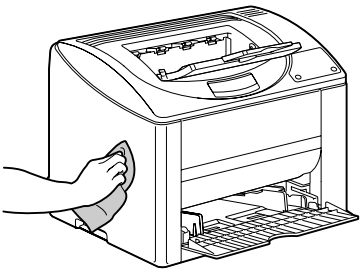
Control Panel



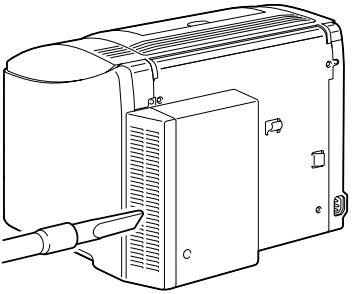
Ventilation Grille



Printer Exterior



Filter



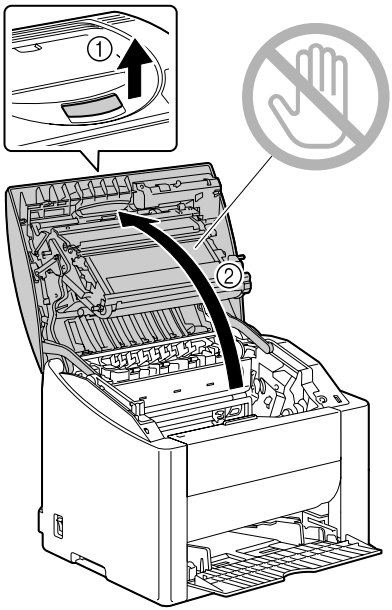
Interior

Cleaning the Media Feed Roller and Laser Lens

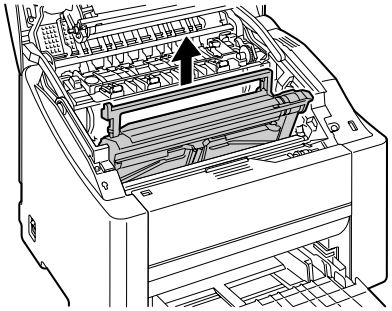
1 Pull the lever, and then open the top cover.

If there is paper in the output tray, remove it, and then fold up the output tray before opening the top cover.

Do not touch the transfer belt.

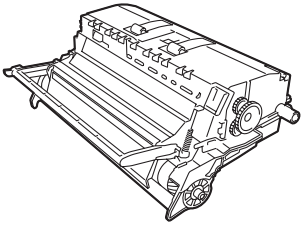


2 Slowly pull out the drum cartridge.

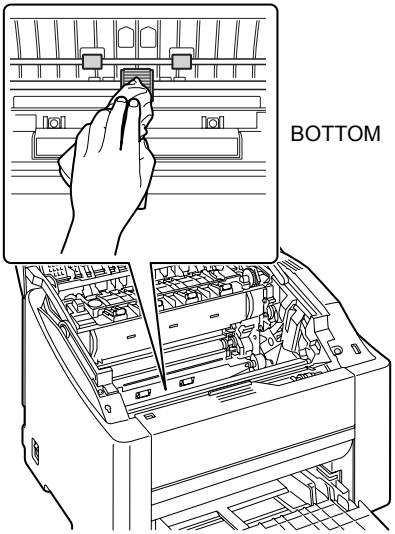


Note

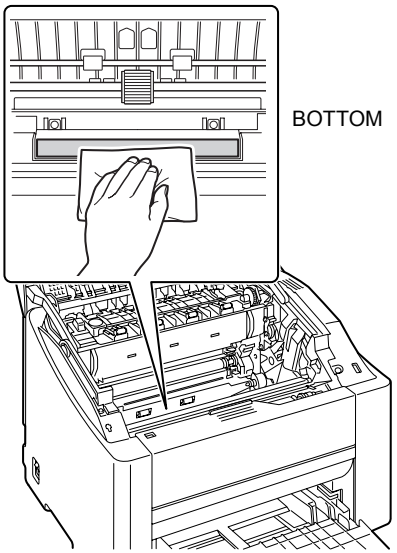
Position the removed drum cartridge as shown in the illustration at the right.
Be sure to keep the drum cartridge horizontal and place it where it will not become dirty.
Do not leave the drum cartridge removed for more than 15 minutes, and do not place the removed drum cartridge in a location where it would be exposed to direct light (such as sunlight).



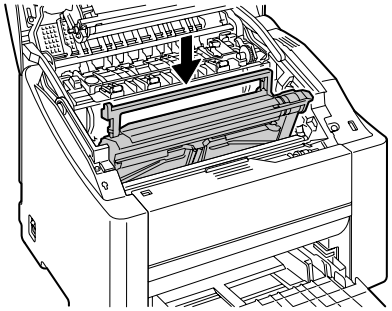
3 Clean the media feed rollers by wiping them with a soft, dry cloth.



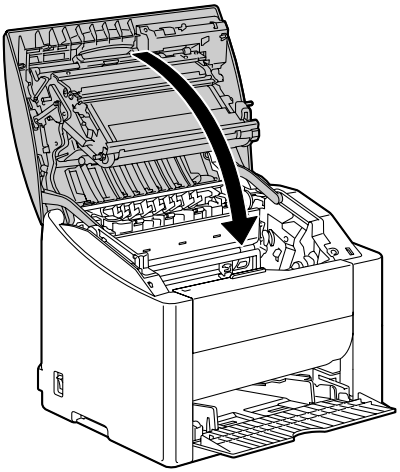
4 Clean the laser lens by wiping it with a soft, dry cloth.



5 Reinstall the drum cartridge.



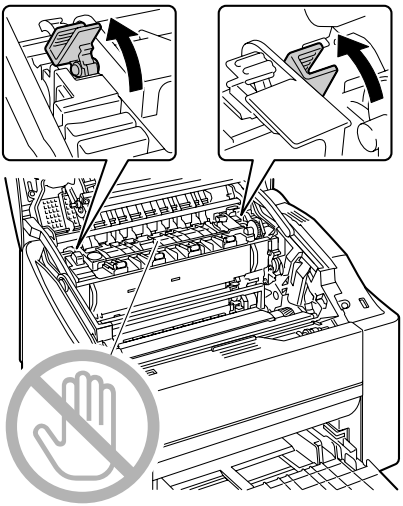
6 Carefully close the top cover.



Storing the Printer

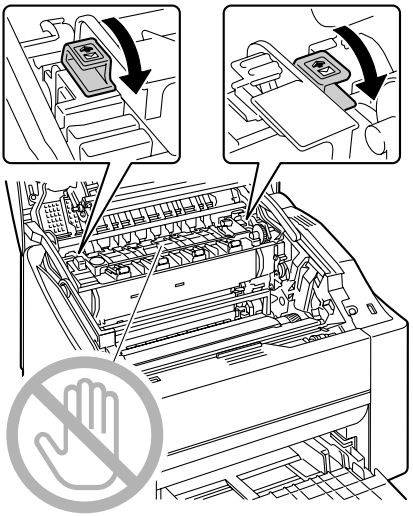
Note

If this printer is not to be used for an extended period of time, store the printer with the fuser separator levers raised (set to the envelope position).



Note

Since a media misfeed or decreased print quality may occur, be sure to return the levers on the fuser unit to the setting for plain paper before printing on media other than envelopes.



7 Troubleshooting

Introduction

This chapter provides information to aid you in resolving printer problems you may encounter, or at least guide you to the proper sources for help.

Preventing media misfeeds	Page 69
Understanding the media path	Page 70
Indicator Messages	Page 70
Clearing media misfeeds	Page 73
Solving problems with media misfeeds	Page 79
Solving other problems	Page 81
Solving problems with printing quality	Page 84

Preventing Media Misfeeds

Make sure that...
Media matches the printer specifications.
Media is flat, especially on the leading edge.
The printer is on a hard, flat, level surface.
You store media in a dry location away from moisture and humidity.
You remove transparencies from the output tray immediately after printing to avoid static buildup.
You always adjust the media guides in Tray 1 *after* inserting the media *(a guide that is not properly adjusted can cause poor print quality, media misfeeds, and printer damage).*
You load the media printing-side up in the tray *(many manufacturers place an arrow on the end of the wrapper to indicate the printing side).*

Avoid...
Media that is folded, wrinkled, or excessively curled.
Double feeding *(remove the media and fan the sheets—they may be sticking together).*
Fanning transparencies since this causes static.
Loading more than one type/size/weight of media in a tray at the same time.
Overfilling the trays.
Allowing the output tray to overfill *(the output tray has a 200-sheet capacity—misfeeding may occur if you allow media to accumulate more than 200 sheets at one time).*
Allowing the output tray to fill with more than a few transparencies.

Understanding the Media Path

Understanding the printer's media path will help you locate media misfeeds.

1 Output tray

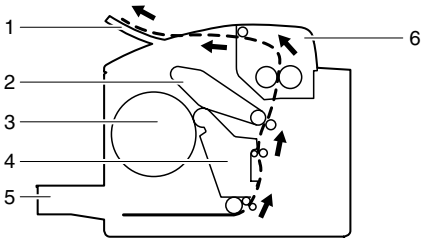
2 Transfer belt unit

3 Toner cartridge carousel

4 Drum cartridge

5 Tray 1

6 Fuser unit



Indicator Messages

The control panel indicators (Ready, Error) provide information about your printer and help you locate each problem.

Error Messages

These messages indicate errors which you must correct before a print job can continue or the printer status return to "Ready".

Ready indicator (green)	Error indicator (orange)	Condition	Action
Blinking	Blinking	Communication Error	Check the printer cable.
		Print Over-run	Turn off the printer. After a few seconds, turn on the printer. Change to a lower resolution.

Ready indicator (green)	Error indicator (orange)	Condition	Action
Rapid blinking alternately		The tray ran out of paper while printing.	Load media into Tray 1.
		No media in the tray specified in the printer driver.	Load the appropriate type of media into Tray 1.
		Media size error If the “Auto Continue” has been activated in the Status Display, the sheet already fed in, is automatically ejected after a predetermined time.	Load the appropriate size media into Tray 1.
		Waiting to print the back of the paper during manual duplex printing	Insert the paper so that the back can be printed, and then press the Cancel key (less than 5 seconds). For details, refer to “Manual Duplexing” on page 41.
Off	Blinking	Media empty	Load media into Tray 1.
		Media jam	Clear the jam, close the covers, and then continue with the print job.
		The drum cartridge or toner cartridge is not installed.	Install the drum cartridge and all toner cartridges.
Off	On	Front cover or top cover is open.	Close the front cover and top cover.

Service Message

This message indicates a more serious fault that can only be corrected by a customer service engineer.

Ready indicator (green)	Error indicator (orange)	Condition	Action
Off	Rapid blinking	Fatal error	Turn the printer off, then on again. If the problem persists, contact your vendor or authorized service provider.

Clearing Media Misfeeds

To avoid damage, always remove misfed media gently, without tearing it. Any pieces of media left in the printer, whether large or small, can obstruct the media path and cause further misfeeds. Do not reload media that has misfed.

Note

The image is not fixed on the media before the fusing process. If you touch the printed surface, the toner may stick to your hands, so be careful not to touch the print face when removing the misfed media. Make sure not to spill any toner inside the printer.

CAUTION

Unfused toner can dirty your hands, clothes, or anything else it gets on. If you accidentally get toner on your clothes, lightly dust them off as best as you can. If some toner remains on your clothes, use cool, not hot water, to rinse the toner off. If toner gets on your skin, wash it off with cool water and a mild soap.

CAUTION

If you get toner in your eyes, wash it out immediately with cool water and consult a doctor.

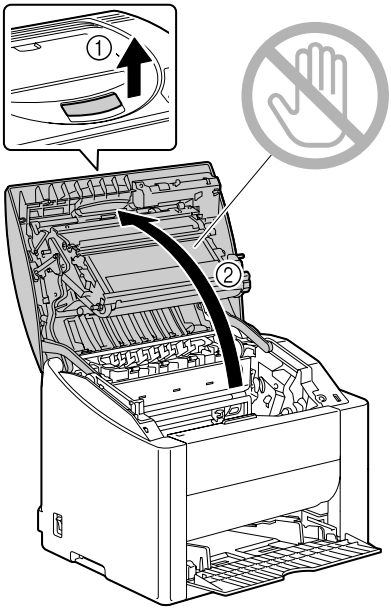
If, after clearing the media misfeed, the misfeed message in the control panel window persists, open and close the printer's covers. This should clear the misfeed message.

Clearing Procedures

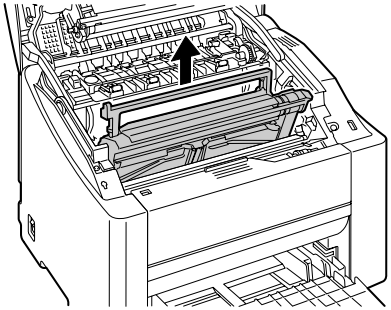
1 Pull the lever, and then open the top cover.

If there is paper in the output tray, remove it, and then fold up the output tray before opening the top cover.

Do not touch the transfer belt.

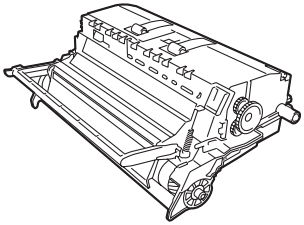


2 Slowly pull out the drum cartridge.

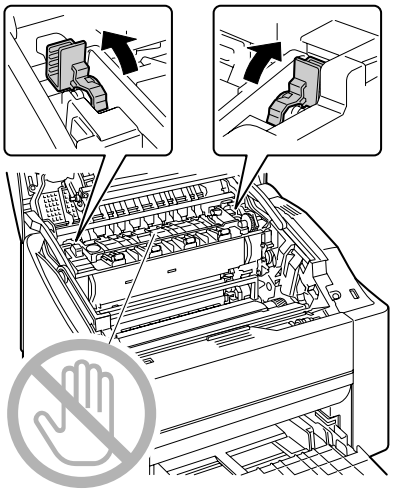


Note

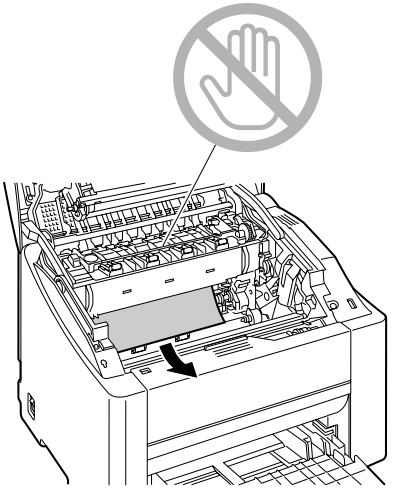
Position the removed drum cartridge as shown in the illustration at the right.
Be sure to keep the drum cartridge horizontal and place it where it will not become dirty.
Do not leave the drum cartridge removed for more than 15 minutes, and do not place the removed drum cartridge in a location where it would be exposed to direct light (such as sunlight).

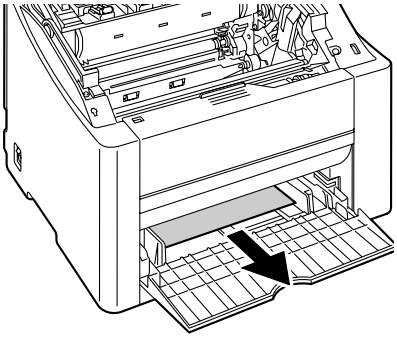


3 Push the fuser separator levers back as far as possible.

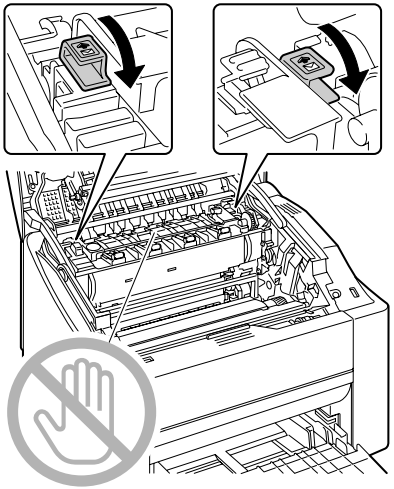


4 Remove any misfed media.

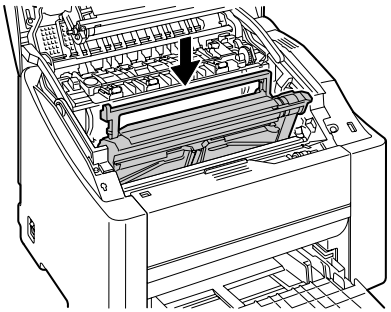




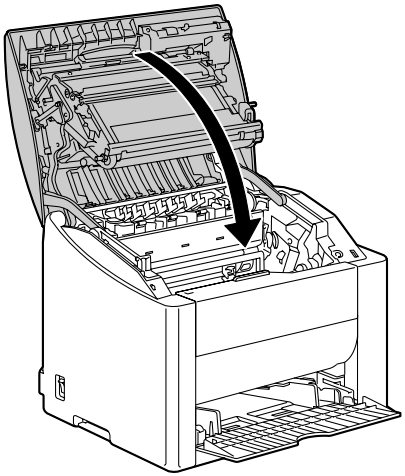
5 Return the fuser separator levers to their original positions.



6 Reinstall the drum cartridge.



7 Carefully close the top cover.



Solving Problems with Media Misfeeds

Frequent misfeeds in any area indicate that area should be checked, repaired, or cleaned. Repeated misfeeds may also happen if you're using unsupported print media.

Symptom	Cause	Solution
Several sheets go through the printer together.	The front edges of the media are not even.	Remove the media and even up the front edges, then reload it.
	The media is moist from humidity.	Remove the moist media and replace it with new, dry media.
	Too much static electricity is present.	Do not fan transparencies.
Media misfeed message stays on.	Top cover needs to be opened and closed again to reset the printer.	Open and close the top cover of the printer again.
	Some media remains misfed in the printer.	Recheck the media path and make sure that you have removed all of the misfed media.
Media is misfeeding.	The media is not correctly positioned in the tray.	Remove the misfed media and reposition the media properly in the tray.
	The number of sheets in the tray exceeds the maximum allowed.	Remove the excess media and reload the correct number of sheets in the tray.
	The media guides are not correctly adjusted to the media size.	Adjust the media guides in the Tray 1 to match the size of the media.
	Warped or wrinkled media is loaded in the tray.	Remove the media, smooth it out, and reload it. If it still misfeeds, do not use that media.
	The media is moist from humidity.	Remove the moist media and replace it with new, dry media.
	The recommended transparency or label sheet is facing the wrong way in Tray 1.	Load the transparencies or label sheets according to the manufacturer's instructions.

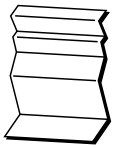
Symptom	Cause	Solution
Media is misfeeding.	Envelopes are facing the wrong way in Tray 1.	Load the envelopes in Tray 1 so the flaps are facing down.
		If the flaps are on the long edge, load the envelopes with the flap toward the left of the printer.
	Transparencies have collected static electricity in the tray.	Remove the transparencies and load them in Tray 1 one sheet at a time. Do not fan transparencies before loading them.
	Unsupported media (wrong size, thickness, type, etc.) is being used.	Use KONICA MINOLTA-approved media. See “Media Specifications” on page 24 for supported size.
	The media feed roller is dirty.	Clean the media feed roller. For more details, refer to “Interior” on page 61.

Solving Other Problems

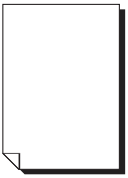
To order KONICA MINOLTA consumables, go to www.q-shop.com.

Symptom	Cause	Solution
Printer power is not on.	The power cord is not correctly plugged into the outlet.	Turn off the printer, confirm that the power cord is correctly plugged into the outlet, and then turn on the printer.
	Something is wrong with the outlet connected to the printer.	Plug another electrical appliance into the outlet and see whether it operates properly.
	The power switch is not correctly turned on (I position).	Turn the power switch off (O position), then turn it back to the on (I position).
	The printer is connected to an outlet with a voltage or frequency that does not match the printer specifications.	Use a power source with the specifications listed in appendix A, “Technical Specifications.”
Printing takes too much time.	The printer is set to a slow printing mode (for example, thick stock or transparency).	It takes more time to print with special media. When using regular paper, make sure that the media type is set properly in the driver.
	The printer is set to power saving mode.	It takes time for printing to start in power saving mode.
	The job is very complex.	Wait. No action needed.
	A toner cartridge for a different region or an unapproved toner cartridge is installed.	Install a KONICA MINOLTA toner cartridge approved for your specific printer.
Blank pages come out during printing.	One or more of the toner cartridges are defective or empty.	Check the toner cartridges. The image will not be printed if the cartridges are empty.
	The wrong media is being used.	Check that the media type set in the driver matches the media loaded in the printer.

Symptom	Cause	Solution
Not all pages print.	The printer has the wrong kind of cable, or the printer is not configured for the correct cable and port.	Check your cable.
	The Cancel key was pressed.	Make sure no one pressed the Cancel key while your job was printing.
	The tray is empty.	Check that the trays are loaded with media, in place, and secure.
	A document is printed with an overlay file which has been created by a non-magicolor 2500W driver.	Print the overlay file using a magicolor 2500W driver from the magicolor 2500W Utilities and Documentation CD-ROM.
Printer resets or turns off frequently.	The power cord is not correctly plugged into the outlet.	Turn off the printer, confirm that the power cord is correctly plugged into the outlet, and then turn on the printer.
	A system error occurred.	Contact Technical Support with the error information.
With N-up on multiple copies, the output is incorrect.	Both the driver and the application have been set for collation.	For N-up on multiple copies, choose Collate only in the driver's Basic Tab. Do not set collation in the application.
You hear unusual noises.	The printer is not level.	Put the printer on a flat, hard, level surface not to exceed ±1° slant in any direction.
	There is a foreign object stuck inside the printer.	Turn off the printer and remove the object. If you cannot remove it, contact Technical Support.

Symptom	Cause	Solution
Media is wrinkled. 	The media is moist from humidity or having water spilled on it.	Remove the moist media and replace it with new, dry media.
	The media feed roller or fuser unit is defective.	Check them for damage. If necessary, contact Technical Support with the error information.
	Unsupported media (wrong size, thickness, type, etc.) is being used.	Use KONICA MINOLTA-approved media. See “Media Specifications” on page 24 for supported sizes and types. For a complete list of approved media, go to www.printer.konicaminolta.com.
	Envelopes are being printed with the fuser separator levers in the plain paper position.	Before printing envelopes, place the fuser separator levers in the envelope position.

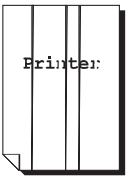
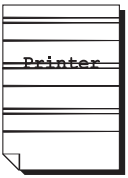
Solving Problems with Printing Quality

Symptom	Cause	Solution
Nothing is printed, or there are blank spots on the printed page. 	One or more of the toner cartridges are defective.	Remove the toner cartridge and check for damage. If it is damaged, replace it.
	The printer driver is not set correctly.	Select the proper setting in the printer driver to switch from transparencies to plain paper.
	The drum cartridge is defective.	Remove the drum cartridge and check for damage. If it is damaged, replace it.
	The media is moist from humidity.	Adjust the humidity for media storage. Remove the moist media and replace it with new, dry media.
	The media set in the printer driver mismatches the media loaded in the printer.	Load the correct media in the printer.
	The power source does not match the printer specifications.	Use a power source with the proper specifications.
	Several sheets are being fed at the same time.	Remove the media from the tray and check for static electricity. Fan plain paper or other media (but not transparencies), and replace it in the tray.
	Media is not set properly in the tray.	Remove the media, tap it to straighten it out, return it to the tray, and realign the media guides.
	The printer is not level.	Put the printer on a flat, hard, level surface not to exceed ±1° slant in any direction.

Symptom	Cause	Solution
Entire sheet is printed in black or color.	One or more of the toner cartridges are defective.	Remove the toner cartridge and check for damage. If it is damaged, replace it.
	The drum cartridge is defective.	Remove the drum cartridge and check for damage. If it is damaged, replace it.
Image is too light; there is low image density.	Laser lens is dirty.	Clean the laser lens.
	The media is moist from humidity.	Remove the moist media and replace with new, dry media.
	There is not much toner left in the cartridge.	Replace the toner cartridge.
	One or or more of the toner cartridges are defective.	Remove the toner cartridge and check for damage. If it is damaged, replace it.
	Media type is set incorrectly.	When printing envelopes, labels, postcards, thick stock, or transparencies, specify the appropriate media type in the printer driver.
Image is too dark.	One or more of the toner cartridges are defective.	Remove the toner cartridge and check for damage. If it is damaged, replace it.
	The drum cartridge is defective.	Remove the drum cartridge and check for damage. If it is damaged, replace it.

Symptom	Cause	Solution
Image is blurred; background is lightly stained; there is insufficient gloss of the printed image. 	One or more of the toner cartridges are defective.	Remove the toner cartridge and check for damage. If it is damaged, replace it.
	The drum cartridge is defective.	Remove the drum cartridge and check for damage. If it is damaged, replace it.
The print or color density is uneven. 	One or more of the toner cartridges are defective or low.	Install new toner cartridges.
	The drum cartridge is defective.	Remove the drum cartridge and check for damage. If it is damaged, replace it.
	The printer is not level.	Put the printer on a flat, hard, level surface not to exceed ±1° slant in any direction.
Irregular print or mottled image appears. 	The media is moist from humidity.	Adjust the humidity in the media storage area. Remove the moist media and replace it with new, dry media.
	Unsupported media (wrong size, thickness, type, etc.) is being used.	Use KONICA MINOLTA-approved media. See “Media Specifications” on page 24 for supported sizes.
	One or more of the toner cartridges are defective.	Remove the toner cartridge and check for damage. If it is damaged, replace it.
	The drum cartridge is defective.	Remove the drum cartridge and check for damage. If it is damaged, replace it.
	The fuser separator levers are adjusted for envelope printing.	Return the fuser separator levers to the plain paper setting.

Symptom	Cause	Solution
There is insufficient fusing or the image comes off when rubbed.	The media is moist from humidity.	Remove the moist media and replace it with new, dry media.
	Unsupported media (wrong size, thickness, type, etc.) is being used.	Use KONICA MINOLTA-approved media. See “Media Specifications” on page 24 for supported sizes.
	Media type is set incorrectly.	When printing envelopes, labels, postcards, thick stock, or transparencies, specify the appropriate media type in the printer driver.
	The fuser separator levers are adjusted for envelope printing.	Return the fuser separator levers to the plain paper setting.
There are toner smudges or residual images.	One or more of the toner cartridges are defective or installed incorrectly.	Remove the toner cartridge and check for damage. If it is damaged, replace it.
	The fuser separator levers are adjusted for envelope printing.	Return the fuser separator levers to the plain paper setting.
There are toner smudges on the back side of the page (whether or not it has been duplexed).	The media transfer roller is dirty.	Clean the media transfer roller.
		If you think the transfer roller should be replaced, contact Technical Support with the error information.
	The media path is dirty with toner.	Print several blank sheets and the excess toner should disappear.
	One or more of the toner cartridges are defective.	Remove the toner cartridge and check for damage. If it is damaged, replace it.
	The drum cartridge is defective.	Remove the drum cartridge and check for damage. If it is damaged, replace it.

Symptom	Cause	Solution
Abnormal areas (white, black, or color) appear in a regular pattern. 	The laser lens is dirty.	Clean the laser lens.
	The toner cartridge is defective.	Remove the toner cartridge with the color causing the abnormal image. Replace it with a new toner cartridge.
	The drum cartridge is defective.	Remove the drum cartridge and check for damage. If it is damaged, replace it.
Image defects.	The laser lens is dirty.	Clean the laser lens.
	The toner cartridge is leaking.	Remove the toner cartridge and check for damage. If it is damaged, replace it.
	The toner cartridge is defective.	Remove the toner cartridge with the color causing the abnormal image. Replace it with a new toner cartridge.
	The drum cartridge is defective.	Remove the drum cartridge and check for damage. If it is damaged, replace it.
Lateral lines or bands appear on image. 	The printer is not level.	Put the printer on a flat, hard, level surface not to exceed ±1° slant in any direction.
	The media path is dirty with toner.	Print several sheets and the excess toner should disappear.
	One or more of the toner cartridges are defective.	Remove the toner cartridge and check for damage. If it is damaged, replace it.
	The drum cartridge is defective.	Remove the drum cartridge and check for damage. If it is damaged, replace it.
Colors look drastically wrong.	One or more of the toner cartridges are defective.	Remove the toner cartridges and verify that the toner is distributed evenly on each cartridge roller, and reinstall the toner cartridges.
	One or more of the toner cartridges are low or empty.	Check the control panel. If necessary, replace the specified toner cartridge.

Symptom	Cause	Solution
Colors are not registering properly; colors are mixed or have page-to-page variation.	The drum cartridge is not correctly seated.	Remove the drum cartridge and reinstall it.
	One or more of the toner cartridges are defective.	Remove the toner cartridge and check for damage. If it is damaged, replace it.
	The media is moist from humidity.	Remove the moist media and replace it with new, dry media.
Line art does not print in color.	The line art setting for 2400 x 600 dpi requires Color Matching to be turned off.	In the driver, go to Properties/Quality and choose Off in the Color Matching.
		If you want color, lower the resolution to 1200 x 600 or 600 x 600 dpi.
The color has a poor reproduction or has poor color density.	The drum cartridge is defective.	Remove the drum cartridge and check for damage. If it is damaged, replace it.

If the problem is not resolved, even after all of the above have been performed, contact Technical Support with the error information.

For contact information, refer to the Need Assistance Sheet.

8

Installing Accessories

Dust Cover

The dust cover is a standard printer feature in the Americas and Taiwan, but an optional accessory in other areas.

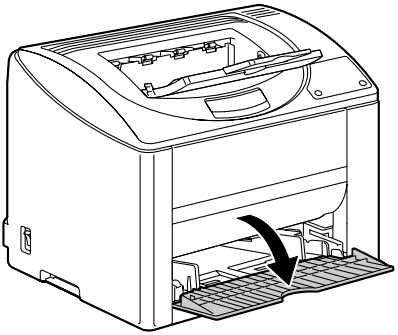
Contact your vendor or go to printer.konicaminolta.com for purchase information.

When the dust cover is attached to Tray 1, the media is protected from dust, and operating noises from printing are reduced. We recommend that the dust cover remain attached when this printer is used.

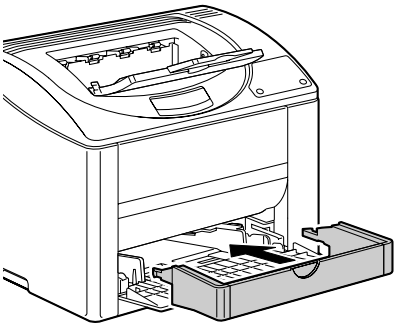
Depending on the sales region, the dust cover is not included with this printer. If necessary, purchase this part from your sales representative.

Installing the Dust Cover

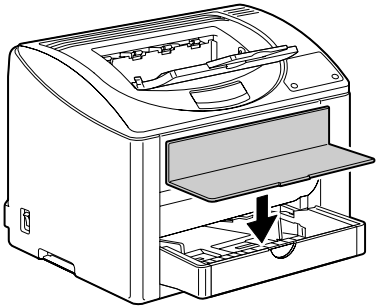
1 Open Tray 1.



2 Install the dust cover.

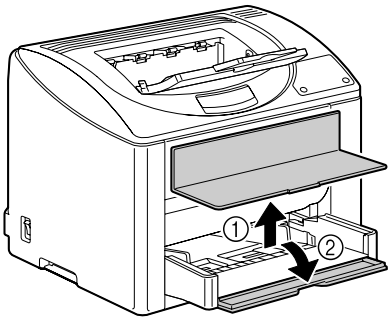


3 Attach the lid to the dust cover.

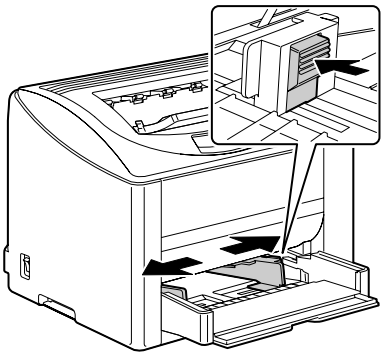


Loading Media in Tray 1 with the Dust Cover installed

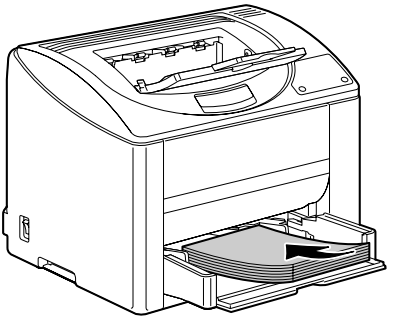
1 Remove the lid from the dust cover, and then open the front panel of the dust cover.



2 Slide the media guides to provide more space between them.

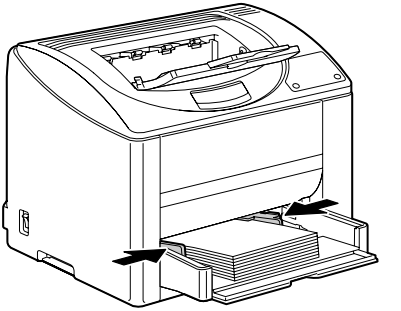


3 Load the media face up in the tray.

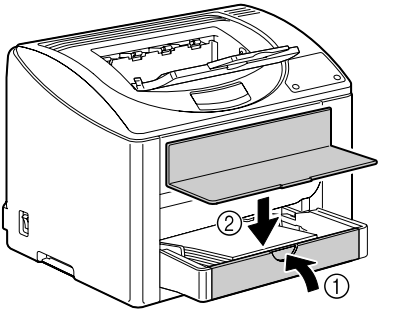


Do not load above the ▼ mark.
Do not load more than 10 envelopes or 50 sheets of labels, postcards, thick stock, or transparencies at one time.

4 Slide the media guides against the edges of the media.



5 Close the front panel of the dust cover, and then reattach the lid to the dust cover.



Appendix A

Safety Specifications

Printer		
Safety standards	U.S. model	UL 60950-1, CSA C22.2 No. 60950-1-03
	European model	EU Directive 73/23/EEC EU Directive 93/68/EEC EN 60950-1 (IEC 60950-1)
	China model	GB 4943
EMC standards	U.S. model	FCC part 15 subpart B class B ICES-003
	European model	EU Directive 89/336/EEC EU Directive 93/68/EEC EN 55022 (CISPR Pub. 22) class B EN 61000-3-2 EN 61000-3-3 EN 55024
	China model	GB 9254 class B, GB 17625.1
	Australian model	AS/NZS CISPR22 classB

Technical Specifications

Printer

Type	Desktop full color laser beam printer
Printing system	Dual laser diodes and polygon mirror
Developing system	Mono component development system
Resolution	2400 dpi × 600 dpi, 1200 dpi × 600 dpi or 600 dpi × 600 dpi
First print	Monochrome: 14.0 seconds for A4, Letter (plain paper) Full color: 23.0 seconds for A4, Letter (plain paper)
Print speed	Monochrome: 20.0 pages per minute for A4, Letter (plain paper) Full color: 5.0 pages per minute for A4, Letter (plain paper)

Warm-up time	100 V/120 V: 54 seconds or less 220 to 240 V: 59 seconds or less
Media sizes	Paper width: 92 to 216 mm (3.6 to 8.5") Paper length: 148 to 356 mm (5.9 to 14.0")
Paper/Media	• Plain paper (60 to 90 g/m^2; 16 to 24 lb bond) • Transparency • Envelope • Thick Stock (91 to 163 g/m^2; 25 to 43 lb) • Postcard • Letterhead • Label sheet • Glossy
Input capacity	Plain paper: 200 sheets Envelope: 10 envelopes Label/Postcard/Thick Stock/Transparency: 50 sheets
Output capacity	Output tray: 200 sheets (A4, Letter)
Operating temperature	10 to 35°C (50 to 95°F)
Operating humidity	15 to 85%
Power supply	110 to 127 V, 50 to 60 Hz 220 to 240 V, 50 to 60 Hz
Power consumption	100 V/120 V: 1100 W 220 to 240 V: 1100 W Energy Saver Mode: 5 W or less
Amperage	110 to 127 V: 11 A or less 220 to 240 V: 7 A or less
Acoustic Noise	Printing: 52 dB or less Standby: 35 dB or less
External dimensions	Height: 349 mm (13.7") Width: 430 mm (16.9") Depth: 395 mm (15.6")

Weight	Printer: 16.1 kg (35.4 lb) (excluding TC, DC and the dust cover) 19.4 kg (43.2 lb) (including TC, DC and the dust cover) Toner cartridge: Standard in-box cartridge = 0.58 kg (1.28 lb) (Y, M, C, K) Replacement cartridge (with toner roller cover)= Standard-capacity: 0.63 kg (1.39 lb) (Y, M, C) High-capacity: 0.70 kg (1.54 lb) (Y, M, C, K)
Interface	USB 2.0 compliant
Standard memory	32 MB

Consumable Life Expectancy Chart

Item	Average Life Expectancy
Toner cartridge	**Standard in-box Cartridge** = 1,500 pages (Y, M, C, K) **Replacement Cartridge** = Standard-capacity: 1,500 pages (Y, M, C) High-capacity: 4,500 pages (Y, M, C, K)
Drum cartridge	**Monochrome:** 45,000 pages (Continuous) 10,000 pages (1 page per job) **Full color:** 11,250 pages (Continuous) 7,500 pages (1 page per job)

The values shown for the toner cartridge and drum cartridge indicate the number of pages for simplex printing using A4/Letter-size media with 5% coverage.
The actual life may differ (be shorter) depending on the printing conditions (coverage, paper size, etc.), differences in the printing method, such as continuous printing or intermittent printing (when print jobs of one page are often printed), or the type of paper used, for example, thick paper. In addition, the life will be affected by the temperature and humidity of the operating environment.

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